



PRIVACY NOTICE

Under data protection legislation, Royal Docks Management Authority Limited (RoDMA), trading as Royal Docks Waterways (RDW), is only allowed to use personal information if we have a proper reason 'legal basis' to do so. RDW respects your privacy and is committed to protecting your personal data. This Privacy Notice explains how we collect, process and protect your personal data whether you, correspond with us by post or email speak to us over the telephone or visit our website.

1.0 WHO WE ARE AND HOW YOU CONTACT US

1.1 Controller

RDW is the controller and responsible for your personal data. If you have any questions about this Privacy Notice, including any request to exercise your legal rights, please contact us using the details set out below.

1.2 Contact Details

Our full contact details are:

Royal Docks Management Authority

Pierhead, King George V Lock, Fishguard Way, London E16 2RG

Tel: 0207 511 5086

RDW have appointed a Data Protection Officer who may be contacted by writing to the above address or by email: Admin@royaldockswaterways.com

If you have any questions about this Privacy Notice or our data collection practices, please contact us at the address or email listed specifying the nature of your question.

1.3 Changes to the privacy notice and your duty to inform us of changes

This Privacy Notice is effective from 16th June 2026 and will be kept under regular review. Any updates will be published on our website.

It is important that the personal data we hold about you is current and accurate. Please keep us informed if your personal data changes.

1.4 Third-Party Links

Our website may include links to third-party websites, plug-ins and applications or store cookie files on your computer in order to deliver its service(s). Clicking on those links or enabling those connections may allow third parties to collect, store or share data about you. We do not control these third-party websites and are not responsible for their privacy statements. You are encouraged to read the Privacy Notice of every website you visit.

2. INFORMATION RDW MAY COLLECT FROM YOU

Depending on who you are (e.g. client, supplier, business partner etc.) and how you interact with us (e.g. online, offline, over the telephone etc.) we may process different information about you.

Personal data, or personal information, means any information about an individual from which that person can be identified. It does not include data where the identify has been removed (anonymous data).

Below you will find an overview of the categories of data that we may collect:

Categories of data	Examples of the types of data
Personal identity data	Name, surname, title, date of birth, photograph, video
Contact information data	Email, telephone number, address
Financial data	Includes bank account, credit card information
Usage data	Includes information about how you use our website and services.
Communications data	Includes all communications we have with you whether by email, post, telephone or otherwise.

If you fail to provide personal data

If we ask you to provide us with your data, whether required by law or under the terms of a contract, but you choose not to, we may not be able to perform the contract we have or are trying to enter into with you or be able to respond to any request you might have.

2. HOW YOUR PERSONAL DATA IS COLLECTED

RDW use different methods to collect data from and about you:

Direct interactions: You may give us your identity and contact data by corresponding with us by post, email, telephone or other means.

Newsletter subscriptions: You may provide us with your personal data, including your name and email address, when subscribing to receive newsletters, updates, event information or other marketing communications from us via our website, online forms, in person, or by other direct means.

Automated technologies or interactions: When you visit or use our website or interact with us through our digital channels, we may collect information sent to us by your computer,

mobile phone or other access device. For example, we may collect your internet protocol (IP) address, time zone setting and location, browser type, operating system and platform and other technology on the devices you use to access this website.

CCTV & Security: If you visit our premises, for security reasons we might also record your data through video or other electronic, digital or wireless surveillance system or device (e.g. CCTV).

3. HOW WE USE YOUR PERSONAL DATA

RDW will only use your personal data when there is a lawful basis for doing so:

4.1 Where you have provided consent

To supply documentation and materials you have specifically requested from us or to contact you via email, post or telephone with regards to information about our services. You may withdraw your consent for us to use your personal data at any time.

4.2 Where required to perform a contract with you

We may use and process your personal data where it is necessary or the performance of a contract or at your request before entering into a contract.

4.3 Where there is a legitimate interest

RDW may use and process your personal data where it is necessary to pursue our legitimate interests as a business and your interests and fundamental rights do not override those interests. We will consider and balance any potential impact on you and your rights before we process your personal data for our legitimate interests.

4.4 Comply with a legal or regulatory obligation

RDW may use your data to comply with a legal or regulatory obligation including; to assist HMRC or other public authority, to identify you when you contract with or contact us or to verify the accuracy of the data that we hold about you.

4.5 Where it is in your vital interest

RDW may use your data to contact you or where we reasonably believe that processing your personal data will prevent or reduce any potential harm to you.

RDW will only use your personal data for the purposes for which we collected it, unless we reasonably consider that we need to use it for another reason and that reason is compatible with the original purpose. If we need to use your personal data for an unrelated purpose, we will notify you and we will explain the legal basis which allows us to do so. We may process your personal data without your knowledge or consent, in compliance with the above rules, where this is required or permitted by law.

4.6 Marketing and newsletters

Where you subscribe to receive our newsletter or other marketing communications, RDW will collect and process your personal data, including your name and email address, in order to send you news, updates, event invitations, and information about our services and activities.

The lawful basis for this processing is your consent.

You may withdraw your consent at any time by clicking the unsubscribe link included in our communications or by contacting us directly using the details in this Privacy Notice.

Withdrawal of consent will not affect the lawfulness of processing carried out before consent was withdrawn.

4. DISCLOSURES OF YOUR PERSONAL DATA

RDW will never share your personal data with any third-party business organisation that intends to use it for their own purposes, other than as required by law. Third parties that we may share your personal data with could include; professional advisers such as lawyers, bankers, auditors and insurers based in the United Kingdom who provide consultancy, banking, legal, insurance and accounting services.

With your consent, we may share your personal data with third parties such as those who assist us in providing the services. We require all third parties to respect the security of your personal data and to treat it in accordance with the law.

To assist with the distribution of newsletters and marketing communications, RDW may use third-party service providers who process personal data on our behalf. These providers are contractually required to keep your personal data secure and to use it only for the purposes of providing their services to us.

5. DATA SECURITY

RDW have in place security measures designed to prevent data loss, preserve integrity and regulate access to data. Only authorised RDW employees and authorised employees of our third-party service providers processing data on our behalf have access to your personal data.

All RDW employees who have access to personal data are required to adhere to the RDW Privacy Policy.

6. HOW LONG WE KEEP YOUR PERSONAL DATA

RDW will retain your personal data only for as long as is necessary for the purposes set out in this policy. RDW will retain and use your personal data to the extent necessary to comply with our legal obligations, resolve disputes, and enforce our agreements.

Where your personal data is processed for newsletter subscriptions or marketing communications, we will retain your information until you unsubscribe, withdraw your consent, or where we determine that the communication is no longer relevant or active.

Details of retention periods for different aspects of your personal data are available in our Retention Policy.

7. YOUR LEGAL RIGHTS

You have a number of rights in relation to your personal data under data protection law. In relation to certain rights, we may ask you for information to confirm your identity and, where applicable, to help us search for your personal data. We will respond to requests within 30 days.

- You have the right to ask RDW to provide you with all the personal data it stores on you.
- You have the right to ask RDW to rectify and delete your personal data, restrict its use, and port your data to another organisation. You also have the right to object to the processing of your data by RDW in some circumstances and, where we have asked for consent to process your data, to withdraw this consent. You may contact our Data Protection Officer with regard to any of these rights.

There are exceptions to these rights, however. For example, access to personal data may be denied in some circumstances if making the information available would reveal personal data about another person or if RDW is legally prevented from disclosing such information. In addition, RDW may be able to retain data even if you withdraw your consent where RDW can demonstrate that it has a legal requirement to process your data.

You have the right to make a data protection complaint at any time, if you would like to make a complaint, please email Admin@royaldockswaterways.com, we will acknowledge receipt of your complaint within 30 days.

We will respond to your complaint, after making appropriate enquiries and will keep you informed before letting you know the outcome of your complaint. If you are not satisfied with the outcome, you can complain directly to the Information Commissioner's Office (ICO), the UK supervisory authority for data protection issues (www.ico.org.uk).

8. COOKIES AND OTHER SIMILAR TECHNOLOGIES

A “cookie” is a small file stored on your computer by a web site that assigns a numerical user ID and stores certain information about your online browsing. RDW may use cookies to help us recognise you as a prior user of this site and to personalise your browsing. RDW do not store any personal information about you using cookies technology. Please refer to our Cookie Policy available on our website.